

# Grievance Register



**DATE**  
**NAME**  
**LOCATION**

## INCIDENT DESCRIPTION

## NAMES OF PEOPLE INVOLVED

## FOLLOW-UP ACTIONS (for EL-RAN use only)

### Grievance Mechanism

EL-RAN's grievance procedure is designed to allow interested parties to raise concerns about any issue arising from doing business with EL-RAN and/or dealings with its employees.

This may include - amongst others - concerns about:

- diamonds from conflict- and high-risk areas
- provenance claims
- inappropriate conduct
- health and safety
- other complaints

Concerns can be raised by using this document, or by email or telephone to:

[info@elran-diamonds.com](mailto:info@elran-diamonds.com)

03-205 17 27

Our grievance approach will follow to the best intent possible.

A summary of EL-RAN's approach is as follows:

- On receiving a report, we will aim to get an accurate understanding of the grievance or complaint. We will explain our grievance procedure to the person making the complaint and find out how he would like it to be addressed or resolved. Our approach allows for anonymous reporting of concerns or incidents. EL-RAN undertakes to protect reporting parties from retaliation and will treat all reports in a confidential and sensitive manner.
- We will assess the eligibility of the complaint and, if applicable, decide who should handle the complaint internally. In cases we are unable to handle the complaint internally (e.g., if our company is too far removed from the origin of the alleged problem), we may refer the complaint to a more appropriate entity or institution, such as the relevant supplier or trade association.
- If the matter can be handled internally, we will determine the appropriate measures to take, including hearing from all parties involved, and monitoring the situation.
- We will inform the complainant of our decisions or outcomes. Records of grievances received, the internal procedure followed and the results will be kept for at least five years.